



AAMIR KHAN

Chelsea Residence, Room No B 402, building 35DIP 2, PO Box, 124169 Dubai UAE
Contact: +971 523014427
Skype ID: aamirkhan.118

Email: aamirkhan.world@gmail.com

LinkedIn: <https://www.linkedin.com/in/aamir-khan-28041749/>

HOSPITALITY INDUSTRY PROFESSIONAL

Seeking assignments across the Hospitality Industry

- Dynamic and extremely efficient hospitality professional with over 8 years of rich experience in managing the entire operations and functions related to Hotel Industry in national & international environment.
- Hands on experience in the Front Office Department of the hotel with expertise in Standard Operating Procedures, maintaining service standards and handling guest history for personalized service.
- Focused and hard working with strong management and leadership skills and proven ability to motivate professionals to maximize levels of productivity and the ability to work in highly diverse environments with people from varied backgrounds.
- An unwavering commitment to customer service, with the ability to ensure high quality and timely expedition of customer requests, build productive relationships, resolve complex issues and win customer loyalty.
- Innate ability to strike a rapport with people from diverse backgrounds & mind sets and build strong & lasting relationships.
- Ability to come up with different ideas to boost the revenue with well planned strategies

PROFESSIONAL EXPERIENCE

Citymax Hotel Sharjah
Landmark Group of Company
Assistant Front Office Manager (April 2019 till date)

Chelsea Garden Hotel Apartments
Chelsea Hospitality Group
Assistant Front Office Manager (Mar 2018 to April 2019)
Duty Manager Front Office (Sept 2016 to Mar 2018)

The Park Hyderabad
The Park Group of Hotels
Duty Manager (May 2016 till Sep 2016)

Holiday Inn Mumbai International Airport
Intercontinental Hotel Group
Duty Manager (Upsell and IHG rewards club Champion Front Office) (April 2014 till March 2016)

Holiday Inn Mumbai International Airport
Intercontinental Hotel Group
Front Office Supervisor (April 2013 to April 2014)
Front Desk Associate (Dec 2010 to April 2013)

- Responsible for smooth operation of all Front Office sub departments like Front Desk, Concierge, Business Centre, Service Express & Executive Club during the shift hours, with a strong orientation toward customer service and quality based on the Hotel Brand Standards and expectations
- Supervise the activities and the service levels of the Concierge, Service Express, Business Centre, Front Desk and Executive Club.
- Plan daily operational details for check in's, check outs, VIP's, and group movement etc. Ensure that the processes are brand compliant and are carried out in a personal & instinctive manner
- Responsible for handling guest complaints and queries while offering renewing solutions. Ensure maximum resolution of guest complaints and create memorable experiences.
- Conduct the daily night audits as Night Manager for PMS Opera and Micros.
- Responsible for training, performance development and motivation of Front Desk associates & welcome hosts.
- Coordinate activities with other hotel departments in order to facilitate increased levels of communication and guest satisfaction.
- Responsible for the Intercontinental Group SOP's and LSOP's to be practised by the employee and maintaining the track records.

PROFESSIONAL QUALIFICATIONS AND ACHIEVEMENTS

- Awarded for highest up selling in June 2013

- Successful implementation of the Empowerment Matrix for front office at Holiday Inn Mumbai International Airport.
- Awarded with an Apple IPod Nano as a highest consistent enroller in past 8 months for Loyalty program called IHG rewards club
- Drove employee engagement through various team activities like employee team building outings and department hosting food festival for hotel team members.
- Got an appreciation letter from General Manager being highest recognized employee on trip advisor and IHG online feedback report in holiday Inn hotel.
- Certified Department trainer
- Nominated for “Best employee of the hotel” in 2012
- Awarded thrice employee of the month

EDUCATION

- **Dates:** June 2004 -May 2005
- **Course:**Secondary School Certificate
- **Institution:** MumbaiUniversity
- **Date:** Jun 2006 -May 2007
- **Course:**Higher Secondary Certificate
- **Institution:** Mumbai University
- **Date:** June 2007 -May 2010
- **Course:**Bachelor of Science (Hospitality Studies)
- **Institution:** Mumbai University

OTHER DETAILS

Hobbies & Interests: Listening to music and travelling.

Date of Birth: 11thApril 1988

Sex: Male

Marital Status: Single

References: Available on request